

WIC Program WIC Check Processing Training Manual

WIC and Nutrition Services
Missouri Department of Health and Senior Services



WIC TRAINING GUIDE

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(Revised 03/15)

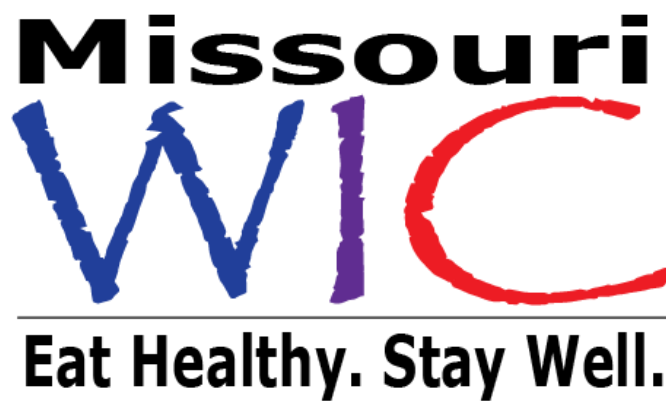
Missouri Department of Health and Senior Services
WIC and Nutrition Services

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The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a food and nutrition education program benefiting pregnant, postpartum and breastfeeding women, infants and children up to age 5 with low to moderate incomes.

MISSION

To improve the nutritional health status of financially eligible women, infant, and children in Missouri who are at nutritional risk by providing nutrition education, supplemental foods, and referrals to health care.



MANAGER OVERVIEW

The WIC Check Processing Training Manual was developed as a tool for your store to use while training your store personnel to ensure that WIC checks are reviewed appropriately before depositing the checks into your bank. This will also help ensure that your store remains in compliance with the Missouri WIC program and to decrease the number of WIC check errors. This benefits the Missouri WIC program and your store by decreasing the cost of banking fees that result when WIC checks are rejected by the WIC banking contractor.

MISSOURI WIC CHECK REVIEW PROCEDURES

Proper review of the WIC checks by the cash office will ensure efficient and accurate payment of WIC claims submitted to the Department for reimbursement. The Department will only reimburse valid WIC checks. Invalid and/or altered WIC checks will not be paid.

There are several actions the cash office must take to prepare WIC checks for deposit:

- review the WIC check to make sure it is complete and not altered.
- review the WIC receipt to make sure the food items match (brand, size and quantity) what is authorized on the WIC check and that there is no sales tax included in the total sales amount.
- review the date used with the first date and last-date-to-use.
- review the total sales amount to ensure it does not exceed the Maximum Purchase Price.
- stamp the four (4) digit vendor ID stamp number on the WIC check.

Some WIC customers may choose to redeem more than one (1) WIC check during a single visit to your store. Each WIC check is to be treated as a separate transaction and should have a separate receipt.

WIC customers receive WIC checks to purchase fresh and frozen fruits and vegetables. These checks are the same color and format as the “regular” WIC checks. The food item description on these checks will state “fresh and/or frozen fruits or vegetables”. The maximum dollar value amount on these checks can be for \$4, \$6, \$8, \$10 or \$15. WIC customers are to redeem these checks separately from the “regular” WIC checks.

Stores have the option of allowing more than one (1) check to be used in a single Fruit and Vegetable transaction if their cash register systems allow it. If more than one (1) check is used for a single transaction the store must record all check numbers on the receipt. Only Fruit and Vegetable checks may be combined into a single transaction regular WIC checks may not. If the Fruit and Vegetable checks are redeemed separately, each check will have a separate receipt. The receipts are to be retained by the store.

MANAGER OVERVIEW (continued)

FREQUENTLY ASKED QUESTIONS (FAQs)

1. WHAT IS AN INVALID WIC CHECK?

When one or more of the following applies, the check is invalid:

- Missing FIRST-DATE-TO-USE.
- Missing LAST-DATE-TO-USE.
- Missing/Illegible Vendor Number.
- Submitted To The State For Payment With No Signature In The Participant's Signature Box.
- The Printed Information On The Check Has Been Altered.
- The Check Has Been Altered.
- The Check Was Accepted Before The FIRST-DATE-TO-USE.
- The Check Was Accepted After The LAST-DATE-TO-USE.

WARNING: THE VENDOR WILL NOT BE PAID FOR ACCEPTING INVALID CHECKS. THERE IS NO APPEAL FOR ACCEPTING AN INVALID CHECK.

2. ARE WIC CHECKS LIKE PERSONAL CHECKS?

The cashier should treat each WIC check like they would in accepting a personal check. That is, all the designated information must be present on the check before acceptance. The cashier should carefully review the WIC check and verify the information and that the food items presented are authorized on the WIC check. Only the person named as the "Head of Household (Guardian) Signature" or "Proxy Signature" listed in the WIC Identification Folder may redeem the check. Forging the recipient's signature or validation information on WIC checks can result in your store being disqualified from the WIC Program.

3. WHAT HAPPENS IF A MISTAKE IS MADE ON THE WIC CHECK?

When incorrect price information is entered on the check and you realize this prior to deposit, just draw a single line through the incorrect information and write the correct information above the incorrect information and initial. DO NOT scribble over the incorrect information or use "white out" to cover up the incorrect information and then write the correct information over it.

For further instructions and more detail, please read the manual that follows. Cash office personnel should read and follow the instructions included in the manual, including the exercises that test knowledge in the WIC Check Processing Training Manual.

This completes the Manager Overview.

WIC Check Processing Training Manual

Table of Contents

Introduction	6
Common Terms	7
A. What Is WIC?	8
1. Who Is A WIC Participant?	8
2. What Do WIC Participants Receive?	9
B. Other Food Restrictions	12
C. WIC Checks	19
D. What About?	24
E. WIC Vendor Payment	26
F. WIC Check Processing	27
1. WIC Check Review	27
2. Correcting WIC Check Errors	28
G. Rejected WIC Checks	31
1. Non-Fatal Rejection Errors	31
2. Fatal Rejection Errors	31
3. Illegible Vendor Numbers	32
4. Follow-Up Training	32
H. Payment Inquiry and Reconsideration Requests	34
1. Approval Request For Non-Paid WIC Checks Form	34
2. Approval/Denial	34
3. WIC Checks Submitted Twice	34
4. Banking Fees	35
Self Check #1	36
Self Check #2	37
Self Check #3	38
Self Check #4	39
Self Check #5	40
Self Check #6	41
I. Answer Key	42

Introduction

This WIC Check Processing Training Manual contains information about the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). This program provides nutritious foods, contributes to more full-term babies, and ensures healthy children free of chronic nutrition-related diseases.

As an authorized WIC Vendor, you and your store play an important role in helping to improve the health of women, infants and children in Missouri. When WIC checks are redeemed properly, WIC participants receive the correct foods and your store is reimbursed by the WIC Program. Both the WIC participant and your store then benefit.

Using this manual allows you to move at your own pace. Any time you wish to go back and review a section you may. At the end of each section there is a notice telling you to refer to the separate Self-Check Workbook for a learning activity to help you review the information you have just read. The questions that appear in the Self-Checks may be answered in an “open book” fashion. Feel free to go back and reread any section or look at any notes you may have made.

Common Terms

Authorized Foods – The types and brands of food items that have been approved to meet the nutritional needs of the individual WIC participant.

Authorized WIC Vendors – A full service grocery store, full service grocery store/pharmacy combination or a pharmacy that has been approved by the state WIC office to accept Missouri WIC checks in exchange for authorized WIC food items.

Fruit and Vegetable Check – A WIC food instrument issued by a Local WIC Provider that is used by WIC participants to buy fresh and/or frozen fruits and/or vegetables at authorized WIC vendors. The Fruit and Vegetable checks are processed by banks like a regular check. The Fruit and Vegetable checks have a maximum dollar amount value that cannot be exceeded.

Local WIC Provider – The health department or private nonprofit health agency group that has WIC clinic sites and provides WIC services in a particular area of the state.

Participant – A pregnant, breastfeeding or postpartum woman, infant or child up to 5 years of age who receives supplemental food items from the state WIC program.

Proxy – An individual who has been designated by a head of household or guardian to pick up WIC checks and to redeem WIC checks for the participant at authorized WIC vendors.

WIC Check – A WIC food instrument issued by a Local WIC Provider that is used by WIC participants to buy authorized WIC food items at authorized WIC vendors. The WIC check is processed by banks like a regular check. WIC checks list the amount, size and type of food items that WIC participants can purchase.

WIC Clinic – This is where WIC Program certification, nutrition education and WIC checks are issued and referrals to health care services take place.

WIC ID Folder – The WIC Identification Folder must be presented to the store personnel by the participant or proxy when redeeming the WIC checks. The folder must list the participant, head of household/guardian and/or proxy's signatures. The signature on the folder should be compared to the signature on the WIC check.

WIC Receipt – The sales receipt that identifies the sales date, the purchased food items and the total sales amount for each WIC sales transaction. Each WIC check should have a separate WIC receipt.

What Is WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), which is funded primarily by the United States Department of Agriculture. The National WIC Program was established in 1972 and helps provide nutritious foods as well as nutrition education, referrals, and other services for people who qualify for the program.

The Missouri Department of Health and Senior Services administers the program in this state through Local WIC Providers. Local WIC Providers are located throughout the state. You should learn where the WIC clinics in your area are and their phone numbers. They can answer many questions about the WIC Program for you and your WIC customers. Some of them are open after regular 8-5 working hours. For any general questions, you may call the state office of the WIC Program at **1-800-392-8209**.

Who Is A WIC Participant?

For someone to be a WIC participant, the following requirements have to be met:

- Be a pregnant, breastfeeding, or postpartum woman, or be a child up to age 5.
- Live in the State of Missouri and the geographical area served by the local WIC clinic.
- Be within the income guideline, which is 185% above the poverty guidelines published in the Federal Register. (As an example, a family of four (4) in 2014 can make up to \$43,568 annually and be eligible to receive WIC Program services, including WIC checks for the purchase of food items.)
- Have one or more nutritional health risks as determined by a nutritionist or health professional at the WIC clinic.

You may know someone on the WIC program now or someone that has been on the WIC program in the past. There are approximately 143,000 WIC participants served in Missouri per month.

What Do WIC Participants Receive?

WIC participants receive checks for nutritious foods at the WIC clinic. The checks indicate specific types and quantities of certain foods. WIC participants also receive nutrition information, breastfeeding support, free immunizations, and referrals to other health care agencies from the WIC program.

The allowable foods that may be listed on a WIC check include:

WIC Approved Foods

- **Milk** (Any brand of unflavored fluid milk that is Vitamin A & D fortified in gallon size and plastic containers only. The WIC check will have whole only, skim thru 1% (includes skim, 1/2% and 1% , 1% only, 2% only or skim only printed on the check.)
- **Powdered Milk** (store brands only, 8 quart size)
- **Cultured Buttermilk** (any brand, quart size)
- **Specialty Milk** (type and size will be printed on the WIC check)
- **Soy Beverage** (8th Continent Original and Vanilla Soymilk and Great Value Original Soymilk in half-gallon containers only.)
- **Tuna** (any brand, 5 oz. can, water packed only, no albacore or white tuna)
- **Sardines** (any brand, tomato sauce, mustard sauce and water packed only, 3.75 oz. can, no soybean or olive oil packed, other flavors, smoked or fish steaks)
- **Salmon** (any brand, 5 oz. can, water packed only)
- **Eggs** (dozen package, large, white, Grade A or AA only)
- **Cheese** (store brands only, American, Cheddar, Colby, Colby-Jack, Monterey Jack and Mozzarella. Block cheese in 8 or 16 oz. sizes only. Low fat and reduced fat varieties are allowed. No sliced cheese, except for store brand American that is not individually wrapped.)
- **Yogurt** (approved brands only, 32 oz. containers, low fat or nonfat only of approved varieties)
- **Tofu** (Azumaya and NaSoya brands only, 16 oz. blocks only)
- **Dried Beans or Peas** (store brands only, including mixed dried beans and peas, 16 oz. packages, unseasoned only)
- **Canned Beans** (Bush's Best Beans brand of Butter, Garbanzo, Kidney, Navy, Pinto and Red Beans, Fat free refried only in 16 oz. cans)
- **Peanut Butter** (store brands only, 16-18 oz. jar, regular, smooth or creamy only)

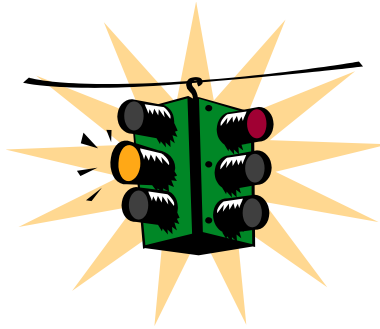
- **Cold Cereal** (approved brands only, 12 oz. to 36 oz. sizes in bags or boxes)
- **Hot Cereal** (approved brands only, up to 36 oz. sizes boxes)
- **Juices** (approved brands and flavors only, 12 oz. frozen concentrate, 46 oz. cans and 64 oz. containers of ready to serve, 100% juice fortified with Vitamin C)
- **Tortillas** (approved brands only, 16 oz. package size only, no flour or hard corn tortillas)
- **Whole Grain Breads** (approved brands only, 16 oz. package size only, no breads without the main ingredient being whole grain)
- **Brown Rice** (store brands only, 16 oz. packages only, no instant varieties or individual servings or pouches)
- **Fresh Fruits & Vegetables** (any variety of approved whole, halved or quartered, sliced or cut of fresh fruits and vegetables. Organic fresh fruits and vegetables are allowed. It also includes all potatoes, fresh garlic, fresh ginger and bagged lettuce and salad greens.)
- **Frozen Fruits & Vegetables** (any brand, size or type of packages of frozen fruits and vegetables. Organic frozen fruits and vegetables are allowed. Frozen fruits may contain fruit juice, water or artificial sweeteners. Any kinds of beans and peas, regular or lower-sodium, frozen vegetables, and plain frozen vegetables, plain frozen steamed vegetables or plain vegetable mixtures.)
- **Infant Formula** (primary contract infant formula only; type and size printed on WIC check)
- **Infant Cereal** (Beech-Nut and Gerber brands only, 8 or 16 oz. size, plain, no fruit mixes)
- **Infant Fruits & Vegetables** (Beech-Nut and Gerber brands only of approved flavors in 4 oz. jars only, single and select mixed ingredient fruits and vegetables, no two-pack or multipacks, organic or ARA/DHA enhanced.)
- **Infant Meats** (Beech-Nut and Gerber brands only of approved flavors in 2.5 oz. jars only, single ingredient meats or poultry with added broth or gravy only. No mixed meats or vegetables, two-pack or multi-packs, organic or ARA/DHA enhanced.)

When a special infant formula is authorized on a WIC check, the special infant formula will be printed on the WIC check.

Your store manager should give you the WIC Approved Foods List that is mailed out by the state WIC office. Brochures with pictures of the WIC foods are also available for both WIC customers and store personnel to help identify WIC foods.

WIC participants have individual nutritional needs so you may see different food items and quantities on the WIC checks. WIC foods are carefully selected to meet nutritional requirements of WIC participants. This is why substituting other non-WIC food items for WIC food items is not allowed.

WIC Approved Foods will be the ones sold at your store and will be tagged on the shelf with red and white labels from WIC that say “WIC Authorized”. You may want to keep a list of the WIC Approved Foods near your desk to become familiar with them.



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #1.

Other Food Restrictions

In addition to types and brands of WIC approved foods, some other restrictions apply.

Fluid Milk

NOT AUTHORIZED:

- milk in pint containers
- flavored milk (such as chocolate or strawberry-flavored milk)
- high calcium fortified milk
- organic milk
- special brands
- substitutions
- glass bottles

Evaporated Milk

NOT AUTHORIZED:

- sweetened condensed milk (such as Eagle Brand® or Milnot®)
- cans smaller than 12 ounces
- evaporated “filled” milk

Cheese

NOT AUTHORIZED:

- cheese foods or spreads (such as Cheese Whiz®, Velveeta®, etc.)
- flavored, imported or deli cheese
- deli or deli sliced cheese
- shredded, grated or string cheese
- cholesterol-reduced, low salt or “lite” cheese
- additives or flavoring
- organic cheese products
- individually wrapped slices
- any package that is individually weighted (Only 8 oz. or 16 oz. packages allowed.)

Note: If your store has a “Deli” or “meat market” section, WIC customers may NOT select cheese from the deli or meat market.

Whole Grain Bread

NOT AUTHORIZED:

- sizes larger or smaller than 16 oz. packages
- organic breads
- added seasonings, powdered sugar, nuts or fruits
- wraps, flatbreads, buns or rolls
- artificial sweeteners

Tortillas

NOT AUTHORIZED:

- flour or hard corn tortillas
- added sugar, fat, oils, salt, nuts or fruits
- added seasonings or flavorings
- organic

Brown Rice

NOT AUTHORIZED:

- instant varieties
- organic grains
- added seasoning or flavors
- individual servings or pouches

Peanut Butter

NOT AUTHORIZED:

- any brand of peanut butter containing jelly, honey, marshmallow, chocolate or candy pieces
- “reduced-fat”, peanut “spreads”, crunchy
- low fat
- low salt
- organic

Eggs

NOT AUTHORIZED:

- medium, extra large or jumbo eggs
- fertile eggs
- brown eggs
- ungraded eggs
- cartons of 6 eggs or 18 eggs
- low cholesterol
- organic or free range
- specialty eggs

Juice

NOT AUTHORIZED:

- 46 oz. cans or plastic bottles of ready to serve
- 11.5 oz. shelf stable concentrates
- glass bottles
- blended juices
- national brands
- individual serving size containers/packages

Note: Among allowable fruit and vegetable juices, WIC customers are free to choose any mix of flavors they desire—one can of frozen apple juice, one can of frozen orange juice, one can of frozen grape juice, etc., up to the allowable maximum number listed on their WIC checks.

Dried Beans and Peas

NOT AUTHORIZED:

- beans with seasoning packets or additives
- bulk beans
- organic beans

Infant Cereal

NOT AUTHORIZED:

- cereal with fruit or fruit flakes
- 6 oz. individual serving jars of infant cereal
- organic
- jars or cans
- ARA/DHA enhanced

Infant Fruits

NOT AUTHORIZED:

- added sugars, starches, or salt
- organic
- two-pack packages or multi-packs
- ARA/DHA enhanced

Infant Vegetables

NOT AUTHORIZED:

- mixed vegetables
- added sugars, starches, or salt
- organic
- two-pack packages or multi-packs
- ARA/DHA enhanced

Infant Meats

NOT AUTHORIZED:

- mixed meats or vegetables
- added sugars, starches, or salt
- organic
- two-pack packages or multi-packs
- ARA/DHA enhanced

Tuna

NOT AUTHORIZED:

- albacore or solid white tuna
- tuna packed in oil
- reduced or low salt/sodium tuna
- foil packages
- added flavoring, sauces or ingredients
- individual or snack pack servings

Sardines

NOT AUTHORIZED:

- soybean or olive oil packed
- foil pouches or individual servings
- added ingredients
- smoked sardines
- fish steaks

Salmon

NOT AUTHORIZED:

- Red, Sockeye, Wild Alaska or Pink Atlantic salmon
- foil pouches or individual servings
- added flavorings, seasoning or sauces
- smoked salmon

Cold Cereal

NOT AUTHORIZED:

- individual size servings
- boxes or bags smaller than 12 ounce size

Hot Cereal

NOT AUTHORIZED:

- cereal with fruit or flavoring

Canned Beans

NOT AUTHORIZED:

- flavorings or seasonings
- peppers, onions or other added ingredients
- bean soups
- organic

Fresh Fruits & Vegetables

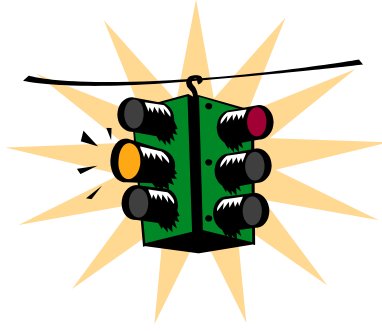
NOT AUTHORIZED:

- fruits with added sugar or caramel
- buffet containers or party trays of sliced fruits or vegetables
- bagged lettuce or salad greens with salad dressings, cheese, croutons or other ingredients
- fruit or vegetable baskets
- breaded, creamed or sauced vegetables
- vegetable-grain (pasta or rice) mixtures
- fruits or vegetables available on a salad bar
- salads or individual deli servings
- dried fruits or fruit roll-ups
- powdered or dried herbs or spices used for seasoning
- nuts, fruit-nut, or vegetable-nut mixtures
- ornamental or decorative fruits or vegetables (pumpkins, gourds, Indian corn, etc.)
- baked goods with fruits (e.g. blueberry muffins, fruit pies or pumpkin pies)
- pickled ginger
- The following herbs and spices: anise, basil, bay leaves, caraway, chervil, chives, cilantro, dill, fenugreek, horseradish, lemon grass, marjoram, mint, oregano, parsley, rosemary, sage, savory, tarragon, thyme, vanilla bean

Frozen Fruits & Vegetables

NOT AUTHORIZED:

- fruit with added sugar
- vegetables with added sugar, fat, oils, salt or flavorings
- single serving packs or packages with added sauces, flavors, or other ingredients
- breaded, seasoned or flavored vegetables
- French fries, tator tots, potato rounds, diced potatoes, shredded/diced hash browns or hash brown patties with added oils, seasonings or sugars
- packages of vegetables containing pasta, rice or other ingredients
- packages of vegetables containing cheese, sauces or gravies
- packages containing meat, poultry or fish



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #2.



WIC Checks

What Are WIC Checks?

The WIC check is the “food prescription” issued to a WIC customer by the WIC clinic. It is similar to a personal check and should be treated just as carefully. Before the cashier begins a WIC transaction, they must carefully review the WIC check to ensure that all designated information is present on the check, it has not been altered and that the WIC customer has their WIC Identification Folder with them and that it is signed. They must also verify the food items that are being presented by the WIC customer are authorized on the WIC check and that they are WIC approved foods.

The name printed on the check is the person the foods are intended for. Sometimes the name printed on the check and the name in the “Participant’s Signature” box will be different. This usually occurs when a parent or guardian is signing for an infant or child. When the food recipient and the participant are the same person, the printed name and the written name will be the same. Only the person named on the “Head of Household (Guardian)” or “Proxy Signature” lines in the WIC Identification Folder may redeem the check.

Both the cashier and the WIC customer should be familiar with the check and the information on it. A WIC customer receives instructions on how to use the checks at the WIC clinic. This is an example of a WIC check.

PARTICIPANT # 01234567		LAST NAME DOE		FIRST NAME JANE		AGENCY # 30399		PHONE # 573-642-6881		25225210	
		MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC PROGRAM				SECURITY STATE BANK HOWARD LAKE, MN 55349		DOLLARS		CENTS	
PAY TO THE ORDER OF		ANY AUTHORIZED MISSOURI WIC VENDOR ONLY				75-1248 919		MAXIMUM PURCHASE PRICE MUST NOT EXCEED		FIRST DATE TO USE 03/01/2015	
VALID ONLY FOR THE PURCHASE OF: ALLOW ALL FOOD LISTED BELOW:						PAY EXACTLY		15.84		DATE USED 03/31/2015	
QTY		DESCRIPTION									
1		GALLONS MILK: SKIM THRU 2% (WHITE)									
1		DOZEN EGGS – LARGE, WHITE									
1		1 LB DRY BEANS OR 18 OZ PEANUT BUTTER OR 4 – 16 OZ CAN BEANS									
1		46 FL OZ CAN OR 11.5 – 12.0 OZ FROZEN JUICE APPROVED TYPES									
		XXX END OF ORDER XXX									
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE											
											
PLACE MISSOURI WIC STAMP ABOVE PARTICIPANT'S SIGNATURE SIGN HERE											

It should contain:

1. Participant Number
2. Last Name
3. First Name
4. Agency Number
5. Agency Phone Number
6. First and Last-Date-To-Use
7. The approved foods, size and quantity.
8. Maximum price (in the box “Maximum Purchase Price Must Not Exceed”)

When a WIC customer is redeeming a check, there are several things cashiers need to do to make sure the proper foods are purchased, the necessary information is recorded on the check, and the checks are accepted in the correct time frame. **Please have cashiers use blue or black ink pens only** when filling in the Date of Use and the total sale amount on WIC Checks.

Some WIC customers may choose to redeem more than one (1) WIC check during a single visit to your store. **Do not ring up the food items and checks together on a single receipt.** Each WIC check is to be treated as a separate transaction and should have separate receipts. Cashiers must first check to see that these four (4) items are reviewed when a WIC check is presented to them:

1. VERIFY THE AUTHORIZED SIGNATURE.

The WIC participant, Head of Household (Guardian) or Proxy should have signed the WIC Identification Folder before coming to the store. If the block is not signed, cashiers may ask for photo identification in the form of a Missouri identification card or driver's license. If the participant/head of household/guardian/proxy does not have either form of photo identification or if the signature does not match the signature on the WIC Identification Folder, the check should be given back to the WIC customer and the customer referred back to the local WIC provider. If the participant/head of household/guardian/proxy has the photo identification, record their name, the driver's license number and birth date on the back of the check.

Remember, do not accept a check that has been pre-signed. If the check has been signed, draw a single line through the signature, then have the customer sign the check above the "Participant's Signature" again. **Please ask WIC customers to use blue or black ink pens when signing the WIC Checks.** If they sign the check(s) using another color of ink or pencil, please draw a line through the signature and have them sign it again using a blue or black ink pen. It is important that the WIC customer name in the "Head of Household (Guardian) Signature" or "Proxy Signature" block and the signature they place in the "Participant's Signature" block matches.

2. VERIFY THE FIRST AND LAST DATE TO USE.

The date the check is accepted for payment must be **on** or **after** the **First-Date-To-Use** and **on** or **before** the **Last-Date-To-Use**. The check is not valid before the First-Date-To-Use or after the Last-Date-To-Use. The date used must fall on or between these two dates.

3. VERIFY THE FOOD ITEMS AND THEIR QUANTITIES.

The check is valid only for the purchase of the authorized foods and quantities printed on it. No substitutions for other types of foods are allowed.

4. VERIFY THE MAXIMUM PURCHASE PRICE.


The "MAXIMUM PURCHASE PRICE MUST NOT EXCEED" is clearly printed on the check. This is the maximum amount your store will be paid unless the WIC check has been sent to the state WIC office on appeal and has been stamped approved for payment.

Never ask the WIC customer to take less food than the amount authorized or ask them to purchase a cheaper brand and never ask the WIC customer to pay cash for the difference in price.

If all four (4) items on the check are correct then the check is valid.

MISSOURI FRUIT AND VEGETABLE CHECK REDEMPTION PROCEDURES

WIC customers receive WIC checks to purchase fresh and frozen fruits and vegetables. These checks will be the same color and format as the “regular” WIC checks. The food item description on these checks will state “fresh and/or frozen fruits or vegetables”. The maximum dollar value amount on these checks can be for \$4, \$6, \$8, \$10 or \$15. WIC customers are to redeem these checks separately from the “regular” WIC checks. Below is a sample fruit and vegetable check.

PARTICIPANT # 60056689		LAST NAME DAY		FIRST NAME DORIS		AGENCY # 12345		PHONE # 573-555-9876	
		MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC PROGRAM		UNITED COMMUNITY BANK MARIETTA, GA 64-1908 611		DOLLARS VOID		CENTS	
PAY TO THE ORDER OF		ANY AUTHORIZED MISSOURI WIC VENDOR ONLY				MAXIMUM PURCHASE PRICE MUST NOT EXCEED		FIRST DATE TO USE 03/01/2015	
VALID ONLY FOR THE PURCHASE OF:		DESCRIPTION				6.00		DATE USED 03/31/2015	
QTY									
\$6.00	FRESH AND/OR FROZEN FRUITS/VEGETABLES								
XXX END OF ORDER XXX									
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE									
VOID									
PLACE MISSOURI WIC STAMP ABOVE PARTICIPANT'S SIGNATURE									
VOID									

Stores have the option of allowing more than one (1) check to be used in a single Fruit and Vegetable transaction if their cash register systems allow it. If more than one (1) check is used for a single transaction the store must record all check numbers on the receipt.

Only Fruit and Vegetable checks **may be combined into** a single transaction **regular WIC checks may not**. If the Fruit and Vegetable checks are redeemed separately, each check will have a separate receipt. The receipts are to be retained by the store. The following steps will help your store redeem WIC checks properly.

1. REVIEW THE WIC ID FOLDER

Cashiers are to follow the same steps in reviewing and verifying the WIC ID folder as with “regular” WIC checks.

2. REVIEW THE FRUIT and VEGETABLE CHECK

When presented to your cashier a VALID WIC CHECK must contain Participant Number, Participant Name, Agency Number, Phone Number, FIRST-DATE-TO-USE, “fresh and/or frozen fruits or vegetables” in the Food Section, the maximum dollar amount, and LAST-DATE-TO-USE.

Do Not Accept any WIC Check that does not have all items listed or has been altered. Cashiers may accept the WIC check beginning on the FIRST-DATE-TO-USE through the LAST-DATE-TO-USE printed on the face of the check.

3. SORTING AND VERIFYING FRUITS and VEGETABLES

During these transactions, cashiers are to ring up the fresh fruits and vegetables that are being presented first and then ring up frozen fruits and vegetables up to the maximum value of the check. For example, if a WIC customer presents a ten (10) dollar check and the total amount of fresh fruits and vegetables is \$7.25, the remaining balance of \$2.75 can be used to purchase fresh or frozen fruits and vegetables if they choose. If not, only \$7.25 would be written as the total sale amount on the check. The maximum value of the check should never be automatically written on the check unless the total sale amount is equal to the maximum value of the check.

WIC customers are not required to purchase **both** fresh and frozen fruits and vegetables. If they choose to buy **only** fresh **or only** frozen fruits and vegetables that is acceptable. If they choose to purchase **only** fruits **or only** vegetables that are either fresh **and/or** frozen, that is also acceptable.

CASHIER COMPLETION OF FRUIT AND VEGETABLE CHECK


After sorting and verifying the WIC foods, the cashier must complete the transaction by writing information on the check. The cashier should enter the date of the transaction and the total sale amount on the check at the time of transaction. It is very IMPORTANT that this information is legible and complete.

IN INK (BLUE OR BLACK), CLEARLY:

1. **ENTER THE “DATE USED”.** Remember the date must fall ON or BETWEEN the First and Last-Date-To-Use.
2. **ENTER THE TOTAL AMOUNT OF THE TRANSACTION IN THE DOLLARS AND CENTS BOXES (MINUS TAXES).**

The amount paid to your store will not exceed the authorized amount in the “Maximum Purchase Price Must Not Exceed” box. If more than one (1) check is included in the transaction the total sale amount will be divided between the checks being redeemed. Such as the customer presenting two (2) six (6) dollar checks and the total sale amount is \$10.50. The cashier would write a total sale amount of \$6.00 on one check and the remaining balance of \$4.50 on the second check as show below.

PARTICIPANT # 60056689	LAST NAME DAY	FIRST NAME DORIS	AGENCY # 12345	PHONE # 573-555-9876
---------------------------	------------------	---------------------	-------------------	-------------------------


**MISSOURI DEPARTMENT OF HEALTH
AND SENIOR SERVICES
WIC PROGRAM**

UNITED COMMUNITY BANK
 MARIETTA, GA
 64-1968
 611

DOLLARS	CENTS
6.00	

FIRST DATE TO USE 03/01/2015	DATE USED 03/01/2015
LAST DATE TO USE 03/31/2015	

MAXIMUM PURCHASE PRICE MUST NOT EXCEED
6.00

PAY EXACTLY

PAY TO THE ORDER OF
ANY AUTHORIZED MISSOURI WIC VENDOR ONLY

VALID ONLY FOR THE PURCHASE OF:

QTY	DESCRIPTION
\$6.00	FRESH AND/OR FROZEN FRUITS/VEGETABLES
XXX END OF ORDER XXX	


VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE

VOID

PLACE MISSOURI WIC STAMP ABOVE PARTICIPANT'S SIGNATURE

VOID

PARTICIPANT # 60056689	LAST NAME DAY	FIRST NAME DORIS	AGENCY # 12345	PHONE # 573-555-9876
---------------------------	------------------	---------------------	-------------------	-------------------------


**MISSOURI DEPARTMENT OF HEALTH
AND SENIOR SERVICES
WIC PROGRAM**

UNITED COMMUNITY BANK
 MARIETTA, GA
 64-1968
 611

DOLLARS	CENTS
4.50	

FIRST DATE TO USE 03/01/2015	DATE USED 03/01/2015
LAST DATE TO USE 03/31/2015	

MAXIMUM PURCHASE PRICE MUST NOT EXCEED
6.00

PAY EXACTLY

PAY TO THE ORDER OF
ANY AUTHORIZED MISSOURI WIC VENDOR ONLY

VALID ONLY FOR THE PURCHASE OF:

QTY	DESCRIPTION
\$6.00	FRESH AND/OR FROZEN FRUITS/VEGETABLES
XXX END OF ORDER XXX	

VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE

VOID

PLACE MISSOURI WIC STAMP ABOVE PARTICIPANT'S SIGNATURE

VOID

If the total sale amount exceeds the maximum amount of the Fruit and Vegetable check(s), the WIC customer has four (4) options.

1. The WIC customer has the option of removing an item(s) to reduce the sale price below the maximum value of the check(s).
2. The WIC customer can redeem another Fruit and Vegetable check to pay for the difference.
3. The WIC customer can pay for the difference using their EBT/SNAP card. No sales tax is calculated on the difference. IE: Check Value is \$6.00. The total sale amount is \$7.50. The difference is \$1.50. No sales tax is calculated for the \$1.50.
4. The WIC customer can pay for the difference by using cash, check, debit or credit card. Sales tax **must be** calculated on the difference. IE: Check Value is \$6.00. Total Sale Amount is \$7.50. The difference is \$1.50. Sales tax must be calculated for the \$1.50.

The WIC customer should never be **required** to pay any amount of the sale that exceeds the maximum value of the check(s). The WIC customer should not be given cash, a rain check or store credit if the total is less than the maximum value of the check(s). If they wish to purchase an item that exceeds the maximum value of the check(s) that item should be rung up separately and paid for with other funds as described above. For example: Fruit and Vegetable check, cash, credit, etc..

3. HAVE THE CUSTOMER SIGN THE WIC CHECK

Remember, do not accept a check that has been pre-signed. If the check has been signed, draw a single line through the signature, then have the customer sign the check above the “Participant’s Signature” again. **Please ask WIC customers to use blue or black ink pens when signing the WIC Checks.** If they sign the check(s) using another color of ink or pencil, please draw a line through the signature and have them sign it again using a blue or black ink pen. Do not accept a check if the WIC ID Folder does not have a “Head of Household (Guardian) Signature” or a “Proxy Signature” **or** if the “Participant’s Signature” is not the same as the signatures on the WIC ID Folder.

4. ENTER THE WIC VENDOR NUMBER

This is done later by stamp prior to the check being deposited into the vendor’s bank.

Please note that these checks will also be processed in the same manner by the banking contractor and can be rejected for the same non-fatal and fatal check errors as the “regular” WIC checks. Vendors are required to maintain receipts for these checks in addition to receipts for other WIC checks.

WIC customers will be provided a shopping guide to assist in their shopping for fruits and vegetables at the store. Some WIC customers may need assistance in learning how to accurately weigh fresh fruits and vegetables.

What About...?

As you work through this manual, you may ask yourself several questions, such as —

1. *What Happens if a Mistake is Made on a WIC Check?*
2. *What Happens if a WIC Customer Chooses Not to Get a Food Item on the Check?*
3. *What Happens if My Store is Out of a WIC Food Item?*
4. *Will I be Checked by the WIC Program?*

Let's go over what to do in these situations so that your store is not penalized for improper redemption of WIC checks. If you have other questions about situations you may encounter with WIC customers and/or WIC checks, be sure to ask your store manager.

1. What Happens if a Mistake is Made on a WIC Check?

When an incorrect price is entered in the Dollars and Cents boxes and you realize this prior to depositing the check, just draw a single line through the incorrect information and write the correct information above the incorrect price and initial the change.

Please **do not** scribble over the incorrect information or use “white out” to cover up the incorrect information and then write the correct information over it.

2. What Happens if a WIC Customer Chooses Not to Get a Food Item on the Check?

There may be times when a WIC customer decides not to purchase a certain food on the check. When this happens, the transaction should be completed by ringing up the food items they want to purchase. Your store **must** not force a WIC customer to purchase every item authorized on the WIC check or charge the WIC program for food items not purchased. Charging the WIC Program for items the WIC customer has not received is considered as fraud by the federal regulations and would result in a mandatory disqualification of your store from the program.

3. What Happens if My Store is Out of a WIC Food Item?

If your store is out of an authorized WIC food item, the cashier must tell the WIC customer to come back later or go to another store. You may not issue rain checks or IOUs for out-of-stock items. If your store does not have enough infant formula please follow the proper steps in Section 3 of the WIC Vendor Manual.

4. Will I be checked by the WIC Program?

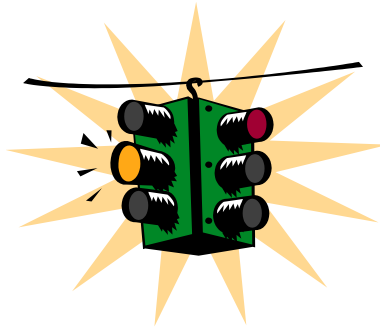
A number of stores are monitored by the State WIC Office each year. The monitors may identify themselves as a WIC staff member or a contracted investigator will pose as a WIC customer and check to see if you and your store know the WIC rules. Some of the things they will check for are:

- A. **Overpricing:** Monitors will double-check prices entered on the check to be sure they agree with shelf prices. Overpricing can result in a **TERMINATION** of your store. Meaning your store will not be a WIC authorized store.
- B. **Wrong infant formula:** Monitors may attempt to purchase infant formula that is not listed on the check. If they are allowed to purchase the non-approved infant formula, your store will be found to be in violation of its *WIC Vendor Agreement*.

- C. **Wrong brands of other types of WIC Wrong foods:** Monitors will try to buy the unauthorized brands of cereal, juice, and cheese. If you let them buy wrong brands of these foods, your store could be found in violation of the *WIC Vendor Agreement*.

Remember:

1. The signature of the WIC customer should always be obtained at the time of sale at the end of the transaction.
2. Enter the correct sale price at the time of sale.
3. Never sell an infant formula not listed on the check.
4. Check WIC foods to be sure the brands and sizes selected are allowable.



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #3.

WIC Vendor Payment

The Department will make payment to an authorized store upon receipt of validly transacted and redeemed WIC checks for food costs incurred in providing WIC approved foods to WIC customers.

The Department shall deny payment, either partially or fully, to an authorized store for improperly transacted or redeemed WIC checks; or may establish a claim for payments already made on improperly transacted WIC checks; or may offset future payments for the claim.

The Department has the right to demand refunds for charges of more than the store's actual selling price and shall deny payment to the store for more than the price limitations of the WIC check. The Department will provide the store with an opportunity to justify or correct a claim, a demand for refund, or a denial of payment for fatal or non-fatal WIC check errors.

By signing the WIC Vendor Agreement, the store agrees to submit WIC checks for payment within sixty (60) days from the "FIRST-DATE-TO-USE". The Department shall have no obligation to pay any WIC checks submitted outside of this timeframe.

Prior to deposit, stores must review all WIC checks for possible errors prior to submitting them for payment. By doing so, errors may be detected and possibly corrected. Checks with errors will be rejected by the banking contractor. The store may incur banking charges for these. The Department cannot reimburse the store for such charges.

WIC checks should be reviewed for completeness, legibility, dates and the WIC customer signature. The register receipt should also be reviewed to ensure that the correct foods have been provided.

If there are two or more WIC checks being used at the same time, separate receipts must be generated for each check. The store has the option to combine the Fruit and Vegetable WIC checks during a transaction. If two or more checks are used during a single transaction, the check numbers need to be listed on the sales receipt.

WIC Check Processing

After the WIC transaction is complete, there are certain steps that the store needs to complete prior to depositing the check into the bank. The WIC check should be reviewed with the receipt prior to depositing the check into the bank. This is done to verify that the food items issued were what were sold and that the items sold are WIC approved foods.

WIC CHECK REVIEW

1. REVIEW THE WIC CHECK FOR COMPLETENESS:

- a. Is there a DATE USED written on the check?
- b. Is there a TOTAL SALES AMOUNT written on the check?
- c. Is there a PARTICIPANT'S SIGNATURE on the check?

If no, refer to Section 4.2 in the WIC Vendor Manual.

If the check is missing the WIC customer signature, the WIC check will not be paid. You may contact the Local WIC provider to have them contact the WIC customer to see if they will return to sign the check. If this is not possible or the WIC customer does not return, the Vendor will not be paid for this check.

2. REVIEW THE DATE USED:

- a. Is the DATE USED within the FIRST and LAST DATES TO USE?
- b. Is the DATE USED written legibly?
- c. Does the DATE USED match the date on the receipt?

If no, refer to Section 4 of the WIC Vendor Manual.

3. REVIEW THE TOTAL SALES AMOUNT:

- a. Is the TOTAL SALES AMOUNT less than or equal to the MAXIMUM PURCHASE PRICE MUST NOT EXCEED AMOUNT?
- b. Are the foods listed on the receipt WIC approved types, brands and sizes?
- c. Are the quantities less than or equal to what is printed on the check?

If no, refer to Section 4.2 in the WIC Vendor Manual.

4. STAMP THE FOUR (4) DIGIT VENDOR ID STAMP NUMBER ON THE WIC CHECK:

- a. Use **BLACK INK** only when stamping the vendor ID number on the check.
- b. Is the vendor ID number legible? If no, inspect the stamp to see if it needs to be cleaned or replaced. Does the stamp need to be re-inked? If no, re-stamp the vendor ID number in the Food Section.

After reviewing the WIC checks with the receipts and correcting any errors that you find, deposit the WIC checks into your bank within sixty (60) days from the FIRST-DATE-OF-USE.

CORRECTING WIC CHECK ERRORS

The store may correct price information errors that you find prior to depositing the WIC check in your bank. When incorrect price information is entered on the check, draw a single line through the incorrect information, write the correct information above the incorrect information and initial. DO NOT scribble over the incorrect information or use “white out” to cover up the incorrect information and then write the correct information over it.

Stores must keep all receipts for the entire length of the agreement period. Since the agreement is for three (3) years, that means you must maintain your receipts for three (3) years. The WIC transaction receipts must be made available to WIC staff or its representatives, when requested. If receipts are retained at a location other than the Vendor site (corporate office or bookkeeper’s office), it is the responsibility of the Vendor to deliver the receipts within one (1) hour to the WIC staff when requested.

Regardless of the error, **NEVER FALSIFY A REGISTER RECEIPT OR WIC CUSTOMER SIGNATURE.** This is considered FRAUD.

WIC checks with missing signatures will NEVER be accepted or approved for payment.

If the check is improperly redeemed, but there are extenuating circumstances, you may send the check to the state WIC office on the Approval Request for Non-Paid WIC Checks form. The form is located in Appendix F of the WIC Vendor Manual.

For checks that are over the “Maximum Purchase Price Must Not Exceed” amount, there are three (3) options that a vendor can choose from when they encounter an “Over-the-limit” check.

***NOTE:** A transaction that exceeds the maximum amount may signal that too many items have been rung or unauthorized items were included in the sale.*

Option One:

- If you have an item that was not WIC approved, was in excess of the quantity that was authorized or if there was tax added, on the receipt you can circle the item and deduct that amount from the total sales amount. Draw one (1) line through the total sales amount on the receipt and write the correct amount **ABOVE** the printed amount on the receipt and initial the change. Then on the WIC check, draw one (1) line through the written amount and write the correct amount **ABOVE** it and initial the change.

Sample WIC Check & Receipt

PARTICIPANT # 00387719	LAST NAME DIXON	FIRST NAME AMANDA	PHONE # 6-230-7144	06466833
MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC PROGRAM		SECURITY STATE BANK HOWARD LAKE, MN 55349	2.69	3/10/2010
ANY AUTHORIZED MISSOURI WIC VENDOR ONLY		MAXIMUM PURCHASE PRICE MUST NOT EXCEED	4.80	DATE USED 04/06/2010
VALID ONLY FOR THE PURCHASE OF: ALLOW ALL FOOD LISTED BELOW:		VENDOR MUST DEPOSIT WITHIN 90 DAYS FROM FIRST DAY TO USE DATE		
QTY	DESCRIPTION			
1	GALLONS MILK: SKIM THRU 2% (WHITE)			
	XXX END OF ORDER XXX			
		PLACE MISSOURI WIC STAMP ABOVE		PARTICIPANT'S SIGNATURE

The Grocery Value Post

Lane #4 Checker #12
12/06/10 14:15:04

Skim Milk \$2.69

Whole Milk \$2.75

Sub Total \$5.51

Tax \$0.00

Total WIC ~~\$5.51~~ **\$2.69**

bh

Thank you! Come Again.

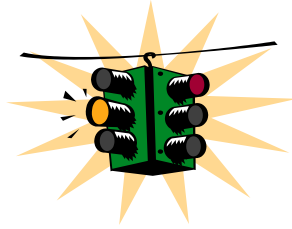
Option Two:

- Let's say all of the food items purchased are WIC approved and the transaction still goes over the printed amount on the check. You can lower your price below the "Maximum Purchase Price Must Not Exceed" amount. Draw a single line through the written amount and write the corrected amount **ABOVE** it and initial the change. On the receipt draw one (1) line through the total and write the correct amount **ABOVE** the printed amount and initial the change.

Option Three:

- Let's say all food items are WIC approved and authorized on the WIC check and the transaction is still over the printed maximum amount on the check. You can send it to the state WIC office on an appeal form. **Do not** redeposit the check to your bank, but send it to the state WIC office with an explanation as to why you believe it should be paid.

Remember: The prices for special ordered formulas are the WHOLESALE PRICE plus 10% and NOT your store's RETAIL PRICE. Submitting checks on appeal does not guarantee that all appeals will be approved. Fruit and Vegetable Checks cannot be submitted to the state WIC office on appeal for consideration of payment over the maximum value.



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #4.

Rejected WIC Checks

The WIC program's banking contractor will return improperly transacted or redeemed WIC checks to the store's bank. WIC check errors are sorted into two (2) types, non-fatal and fatal. Remember that all non-fatal errors can be corrected at the store and re-deposited for instance: Over Check Limit, Missing/Illegible Vendor Number and Missing Dollar Amount.

Fatal errors must be appealed directly to the WIC program on the appropriate form to be considered for payment before they are re-deposited. When a WIC check is returned to the store it will have at least one (1) error stamped on it. Fatal errors include: Altered check, date transacted not within valid dates (redeemed before first date of use or after last date of use), invalid vendor number, late deposit, missing signature, previously presented and stop payment. These items are FATAL errors and may be approved under extenuating circumstances.

Non-Fatal Rejection Errors

WIC Checks that are returned for the following reasons may be corrected by the Vendor and re-deposited, as long as it is not more than sixty (60) days from the "First-Date-To-Use" printed on the check:

1. DOLLAR AMOUNT MISSING
 - Vendor should correct and re-deposit. The WIC program cannot correct this.
2. MISSING/ILLEGIBLE VENDOR NUMBER
 - WIC checks without a WIC Vendor stamp number or with an illegible WIC Vendor stamp number. Vendor should stamp their WIC Vendor stamp number in the Food Section or in another open area and re-deposit.
3. OVER CHECK LIMIT
 - **WIC checks redeemed for more than the "MAXIMUM PURCHASE PRICE-MUST NOT EXCEED".** Vendor should decrease the total sale amount below the Maximum Purchase Price Must Not Exceed amount and re-deposit the check.

Fatal Rejection Errors

A WIC check has a fatal error if it is returned with a "Do Not Re-Deposit" stamp. In the case where the store knows that a WIC check was improperly redeemed, but there are extenuating circumstances, the store may send the check to the state WIC office, along with the Approval Request for Non-Paid WIC Checks form. It must include the WIC check and original receipt. This procedure is for the extremely rare situation where there is a valid reason that the check was taken. This is not a guarantee that the check will be approved.

Reasons for Fatal Errors:

1. DATE TRANSACTED NOT WITHIN VALID DATES
 - WIC checks accepted before the “First-Date-To-Use”, accepted after the “Last-Date-To-Use”, or checks with no transaction date written on them.
2. ALTERED – DO NOT RE-DEPOSIT
 - WIC checks with an obvious alteration to the food prescription, amount, “First-Date-To-Use” or “Last-Date-To-Use”.
3. MISSING SIGNATURE – DO NOT RE-DEPOSIT
 - WIC checks with no participant or proxy signature present.
4. PREVIOUSLY PRESENTED – DO NOT RE-DEPOSIT
 - The WIC check has already been presented and fatally rejected.
5. LATE DEPOSIT – DO NOT RE-DEPOSIT
 - WIC checks the Vendor deposited that are more than sixty (60) days from the “First-Date-To-Use”.
6. STOP PAYMENT – DO NOT RE-DEPOSIT
 - The WIC check has been marked as “Stop Pay”
7. INVALID VENDOR NUMBER
 - WIC checks where the vendor identification number is invalid.

Illegible Vendor Numbers:

If a WIC check is returned to the store because the banking system could not read the store’s four (4) digit ID number, the store can re-stamp their WIC Vendor ID number in the Food Section and redeposit the WIC check. If the WIC Vendor ID number is missing, stamp the number in the box located on the check.

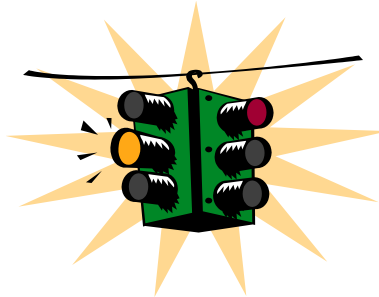
The Vendor shall receive a written warning for the first month where they have twenty-five (25) or more WIC checks returned. The Department will assess the Vendor a fine of fifty (50) dollars for the first month in which returned WIC checks exceed twenty-five (25) after a warning has been given. For the second month after the warning in which returned WIC checks exceed twenty-five (25), the Department will assess a fine of seventy-five (75) dollars and the Vendor will be required to attend mandatory training in Jefferson City. Third occurrence during the fiscal year, a one hundred (100) dollar fine, pay a return check fee of \$5.00 for each returned check and the Vendor’s store manager and back office manager will be required to attend mandatory training in Jefferson City. Any additional occurrences during the fiscal year the Department will assess a two-hundred (200) dollar fine, pay a return check fee of \$10.00 for each returned check or the entire amount of each WIC check whichever is the lower.

Follow-up Training:

In addition to correcting errors on paper, it is critical that immediate follow-up training be completed with store personnel. Follow-up training with the cashier and/or other store personnel involved in the transaction must be done to prevent future occurrences, thus saving the store money and protecting the store's record with the Department.

REVIEW: When reviewing a check prior to depositing it in the bank, check...

1. To make sure the check is complete and has not been altered.
2. First/Last-Date-To-Use with the Date Used.
3. Food Items/Quantities/Sizes authorized on the check and items listed on the receipt.
4. Total Sale Amount to assure it does not exceed Maximum Purchase Price Must Not Exceed amount.
5. Stamp (with BLACK INK ONLY) the store's four-digit WIC Vendor Number on the check.
6. Correct any errors that you find on the receipt and on the WIC check.



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #5.

Payment Inquiry and Reconsideration Requests

All payment inquiries regarding specific WIC checks must be submitted in writing by mail. Telephone inquiries of this type will not be researched. Telephone requests for general information are welcomed. The Department has a list of frequently asked questions on the WIC program's website home <http://health.mo.gov/living/families/wic/wicvendor/faqs>.

Approval Request For Non-Paid WIC Checks Form:

For stores who believe a payment denial has been made incorrectly, or believe there is a justifiable reason why payment should be made, the Department may consider payment approval with valid justification. A store must submit a written payment reconsideration request to the Department within ninety (90) days of the "FIRST-DATE-TO-USE" printed on the check. Remember to always keep a photocopy of all items being mailed, including the front and back of the check.

Reconsideration requests must include:

1. Vendor stamp number, date mailed, check number, complete store name with address, contact name and a phone number.
2. A brief explanation on the form describing the circumstances, the reason why payment should be reconsidered, and what steps have been taken to prevent problem(s) in the future. One (1) completed form must be prepared for each check approval requested.
3. The check with the denial/rejection stamp and the original receipt for the transaction must be included.
4. A copy of an invoice, in the case of an Over the Check Limit check, to provide documentation of an increase in price(s).
5. A corrective action plan demonstrating to the Department how the problem(s) will be prevented in the future.

Approval/Denial:

Consideration will be given to the documentation submitted. Incomplete appeal forms or appeals that do not include the check and the receipt will be denied.

- If the appeal is approved, the WIC program will place an "Approved – Re-Deposit" stamp on the face of the WIC check and return it to the Vendor for re-deposit.
- If the appeal is denied, the WIC program will place a "Denied. Do Not Re-Deposit" stamp on the face of the WIC check and return it to the Vendor.

WIC Checks Submitted Twice:

If checks are presented for payment (deposited) twice without being properly corrected (where permitted), or without an approval stamp from the WIC program on the second presentment, no further appeal will be permitted. This complies with the Federal Reserve's banking regulations. **The WIC program cannot change this rule.**

Banking Fees:

Many financial institutions charge their customers for items that are returned and charged back to the accounts. If your bank assesses a charge for this, it is between you and your bank. The WIC Vendor Agreement states that you will assure that each WIC check:

1. Is signed.
2. Is redeemed in the proper timeframe.
3. Does not exceed the “MAXIMUM PURCHASE PRICE” printed on the check.

The Department of Health and Senior Services, WIC and Nutrition Services is not responsible for any bank charges, returned checks or other fees charged to the vendor that result from the non-payment of WIC checks. Vendors may not recover any bank charges from the Missouri WIC program, or from WIC participants or their proxies.

Returned WIC Checks:

Vendors should notify their bank that rejected WIC checks must be returned to the store without delay for possible correction. If the bank does not do this and automatically re-deposits rejected checks they will be rejected again.

Additional Vendor Information:

Vendors may not seek reimbursement of money or return of food from WIC customers for any rejected check.

The Missouri WIC program cannot pay for WIC checks from other states.

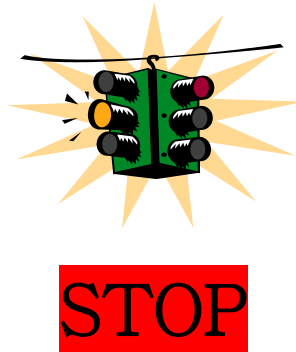
Banking regulations prohibit a third presentment for payment through the clearing bank.

The Missouri WIC program has the right to modify payment, to assess a claim, or to charge a fine for WIC checks transacted for unauthorized foods, other items, or with sales tax charged.

The Missouri WIC program may deny payment to the Vendor for improperly redeemed checks or may require refunds for payments already made on improperly redeemed checks.

The Vendor may not appeal disputes regarding WIC check payments and vendor claims.

It is the responsibility of each vendor to regularly clean and ink the vendor stamps to ensure they are imprinting a clear and easily readable vendor number.



Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #6.

Attention Use this master to make photocopies for trainees.

Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self Check #1

WIC Basics

On the following questions, please circle the correct answer.

1. WIC is a Special Supplemental Nutrition Program for
 - A. Senior Citizens.
 - B. Women and Children 2 to 10 years of age.
 - C. Women, Infants, and Children.
2. WIC is administered in Missouri by
 - A. Missouri Department of Social Services.
 - B. Missouri Department of Health and Senior Services.
 - C. Missouri Department of Agriculture.
3. For a person to qualify for WIC benefits, which requirement do they **not** have to meet?
 - A. Be a pregnant, postpartum or breastfeeding woman, infant, or child.
 - B. Have a nutritional need.
 - C. Be at or below 185% of the Federal Poverty Guidelines.
 - D. Be a single parent.
4. Which of the following statements is true about WIC foods?
 - A. WIC foods are nutritious.
 - B. WIC foods can be substituted for any food items in your store.
 - C. Authorized WIC food items are the same for every WIC customer.
5. Which of the following foods can be purchased with a WIC check?
 - A. Brown Rice
 - B. Hawaiian Punch
 - C. Crunchy Peanut Butter

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Sections A, What Is WIC?

Attention Use this master to make photocopies for trainees.

Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self-Check #2

Other Food Restrictions

On the following questions, please circle the correct answer.

1. Which cheese is authorized?
 - A. Individually-wrapped slices.
 - B. Cheddar cheese.
 - C. Velveeta cheese.
2. Which of the following kinds of milk can be purchased with WIC checks?
 - A. Skim Milk, 1%, 2%, Whole.
 - B. Chocolate.
 - C. Dairy-Ease®.
3. Which juices can be purchased with WIC checks?
 - A. Enough 11.5 or 12 oz. cans of frozen juice to equal the number listed on the check..
 - B. V-8 Vegetable Juice.
 - C. Six (6) 32 oz. glass jars of grapefruit juice.
4. Which kind of eggs are allowable WIC items?
 - A. Brown eggs.
 - B. Large eggs.
 - C. Ungraded eggs.
 - D. None of the above.
5. What kind of a tuna can be purchased with WIC checks?
 - A. Albacore tuna.
 - B. Oil-packed tuna.
 - C. Any brand of water-packed, chunk, solid or grated tuna.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section B, Other Food Restrictions.

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Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self-Check #3

WIC Checks

Please write T for true and F for false on the following statements.

1. _____ A WIC check with a “Last-Date-To-Use” of 10/31/2015 can be redeemed any day after that date.
2. _____ WIC checks are similar to personal checks and should be redeemed just as carefully.
3. _____ A WIC check with a “First-Date-To-Use” of 10/01/2015 and a “Last-Date-To-Use” of 10/31/2015 can be redeemed either on or any day between those dates.
4. List the four (4) items that should be reviewed during a WIC transaction.
 - A. _____
 - B. _____
 - C. _____
 - D. _____

Please write T for true and F for false about the following statements.

5. _____ If the “Authorized Signature” is Jane Doe and the person redeeming the check is a male who signs as John Doe, you may accept the check if he proves he is married to Jane.
6. _____ A WIC customer should never pay the difference when the price for WIC food items go over the maximum price allowed on a WIC check.
7. _____ The store has the option of combining more than one Fruit and Vegetable check during a single WIC transaction.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section C, WIC Checks and Section D, What About?

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Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self-Check #4

WIC Check Processing

Please write T for true and F for false about the following statements.

1. _____ The WIC check should be reviewed without the receipt prior to depositing it in the bank.
2. _____ If the WIC check does not have a customer signature, I should go ahead and deposited it in the bank.
3. _____ The store can correct any pricing errors that are found prior to depositing the check in the bank.
4. _____ The store can use any color of ink when stamping their four-digit vendor number on the WIC check.
5. _____ If the Total Sales Amount is over the Maximum Purchase Price Must Not Exceed, I should review the check and the items that are being purchased to make sure that the quantity is what has been authorized and the items are WIC approved.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section F, WIC Check Processing.

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Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self-Check #5

Rejected WIC Checks

Please write T for true and F for false about the following statements.

1. ____ There are two (2) types of WIC check errors.
2. ____ If a WIC check is rejected due to fatal errors, it can be re-deposited in the bank without approval from the WIC program.
3. ____ The store can re-stamp their Vendor ID number on the check image and redeposit the WIC check in the bank.
4. ____ There is no timeframe for stores to redeposit rejected WIC checks in the bank.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section G, Rejected WIC Checks.

Attention Use this master to make photocopies for trainees.

Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self-Check #6

Payment Inquiry and Reconsideration Requests

Please write T for true and F for false on the following statements.

1. _____ A store must request payment consideration for a rejected WIC check to the Department within ninety (90) days of the “First-Date-To-Use”.
2. _____ The WIC program will reimburse stores for banking fees that are charged by the store’s bank.
3. _____ A store does not have to provide an explanation as to how a problem occurred to cause a WIC check to be rejected.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section H, Payment Inquiry and Reconsideration Requests.

Answer Key for . . .

WIC Check Processing Training Manual

SELF-CHECK #1

1. C
2. B
3. D
4. A
5. A

SELF-CHECK #2

1. B
2. A
3. A
4. B - Only white eggs grades A/AA, size large are allowed.
5. C - Any brand of water-packed, chunk, solid or grated tuna.

SELF-CHECK #3

1. FALSE - Do not redeem after the Last-Date-To-Use printed on the check.
2. TRUE
3. TRUE
4. First and Last-Date-To-Use.
Authorized Signature.
Allowable Food Items.
Maximum Purchase Price Must Not Exceed.
5. FALSE – Person has to be listed as an authorized signature on the WIC ID Folder.
6. TRUE
7. TRUE

SELF-CHECK #4

1. FALSE
2. FALSE
3. TRUE
4. FALSE
5. TRUE

SELF-CHECK #5

1. TRUE
2. FALSE
3. TRUE
4. FALSE

SELF-CHECK #6

1. TRUE
2. FALSE
3. FALSE